



TECHNICAL INFORMATION BULLETIN

TENNESSEE EMERGENCY COMMUNICATIONS BOARD

Randy Porter, Chairman

Lynn Questell, Executive Director

December 10, 2007

TSP / WPS / GETS

There are three types of priority telephone service that you should seriously consider as the manager of a public safety answering point (PSAP). They are Telecommunications Service Priority (TSP) for landlines, Wireless Priority Service (WPS) for cell phones, and Government Emergency Telephone Service (GETS) for long distance. Each provides for either priority handling of service restoration or priority completion of calls following a disaster or other event that impacts normal telecommunication service.

The first is **Telecommunications Service Priority (TSP)**. TSP is an FCC program that directs telephone companies to give preferential treatment to users enrolled in the program when they need to add new lines, or more importantly, have lines restored following a disruption of service. Rules of the program are set by the FCC.

If you manage a PSAP, you are encouraged to enroll in the program to ensure that all 911 lines, seven-digit lines, and critical data circuits are given a high priority during the restoration of service process. Keep in mind that enrolled PSAP agencies are set at the Level 3 priority. The top levels (1&2) are reserved for national security.

There is typically a setup charge and a monthly service charge, but they are not exorbitant. According to information found on the FCC website, typical charges are \$100 to enroll in TSP and \$3 per line per month.

At the end of this bulletin is a document from the Tennessee Regulatory Authority website. It also references the FCC website where you can print out an enrolment form. The FCC is the sponsor for all PSAPs.

Wireless Priority Service (WPS) provides for cellular calls on designated handsets to be given priority over others during significant network congestion particularly following a disaster. Authorized users dial *272 on a WPS enabled handset to receive calling queue priority. WPS calls do not preempt calls in progress, but provide priority status for call origination over non-WPS subscribed units.

Enrolment requirements for this service can be found at <http://wps.ncs.gov>. There is a one-time activation fee of \$10 and a monthly fee of \$4.50. Per minute charges are 75¢ for calls dialed using the *272 code.

When utilized with GETS (Government Emergency Telecommunications Service), calls are also given priority when the destination telephone is a landline.

Government Emergency Telecommunications Service (GETS) is another federal program that prioritizes calls over the landline network. Users receive an access card (GETS card) which has both the GETS access number(s) and a Personal Identification Number (PIN).

The GETS program is managed by the National Communications System, a part of the U.S. Department of Homeland Security. The GETS program is in effect all the time – it is not contingent on a major disaster or attack taking place.

To get additional information on this service, go to <http://gets.ncs.gov>. A charge of 7 to 10 cents a minute applies to all calls made through GE

+ + +

Telecommunications Service Priority (TSP) PSAP Enrollment Guide

The TSP Program is administered by the Department of Homeland Security's National Communications System (NCS) with sponsorship and oversight by the Federal Communications Commission (FCC.) To assist PSAP administrators in the preparation of successful TSP applications, the NCS and FCC have developed the following steps for enrollment:

1. The PSAP administrator evaluates the telecommunications services used by the PSAPs under its control to determine which lines should have TSP coverage. The administrator consults with its telecommunications service providers to determine the cost of TSP coverage. Some service providers charge for TSP, some do not. Each service provider should provide the PSAP administrator with the circuit identification numbers so that the administrator can complete the TSP application. Circuits eligible for TSP include:
 - Voice circuits from the 9-1-1 selective router to the PSAP (PSAP trunks)
 - Data circuits from the PSAP to the pooled ALI host (ALI data circuits)
 - Busy-out circuits from the 9-1-1 selective router to the PSAP (busy-out circuits)
 - Circuits from a central office to the 9-1-1 selective router (end-office trunks)
 - Circuits between the PSAP and the radio tower (radio circuits)
 - 24x7 and/or administrative lines
2. The PSAP administrator notifies the FCC by email (tspinfo@fcc.gov) of the proposed TSP coverage and requests federal sponsorship. In requesting sponsorship, the PSAP administrator provides the following information: the identity of each PSAP along with the related quantity and type of circuits for which TSP coverage is requested. (e.g., Topeka Main Ave PSAP: 5 PSAP trunks and 2 ALI data circuits).
3. Upon notification that the FCC will act as the PSAP's federal sponsor, the PSAP administrator accesses the NCS web-site at (<http://tsp.ncs.gov>) to establish a TSP account. [Select "E-forms", then "Register to use e-forms."]

4. The NCS will provide a login ID and password.
5. The PSAP re-enters the NCS web-site (using the login ID and password) and fills out the application form. [Select “E-forms”, then “Access to e-forms application”, then “TSP request for service users (Form 315)].”
6. The NCS approves TSP coverage and provides the PSAP administrator with TSP authorization codes for each circuit. (e.g., TSP02H682)
7. The PSAP administrator notifies the service provider of the TSP authorization codes and requests TSP service.

The service provider issues the appropriate service order activity to establish the TSP service on each circuit and enters it into the priority service operations support systems.

Contact: Rex Hollaway, Director of E-911 Technical Services
Tennessee Emergency Communications Board
500 James Robertson Parkway, Ninth Floor
Nashville, TN 37243

Telephone: 615-253-3705
Cellular: 615-975-8732
Facsimile: 615-253-2180
Email: rex.hollaway@state.tn.us